

## **SECTION 207 RAPID RESOLUTION PROCESS (RRP)**

The Rapid Resolution Process (RRP) is an expedited case processing approach that can be utilized in substantive areas determined by OCR to be appropriate for such resolution. RRP provides an opportunity to resolve complaints and to obtain information and make determinations early. The outcomes in all RRP cases must meet OCR's standards for legal sufficiency. Any resolution agreement reached through RRP must be aligned with the allegations and issues in the complaint deemed appropriate for resolution pursuant to RRP. See CPM Article III.

Once OCR has received any necessary signed Consent Form from the complainant (see CPM Section 103) and has determined that the complaint is appropriate for RRP, OCR will promptly attempt to resolve the complaint and obtain information necessary to make a compliance determination. OCR may contact a recipient prior to sending a letter of notification or after sending a letter of notification to determine if the recipient is interested in immediately resolving or has taken action to resolve the complaint allegation(s).

In those substantive areas determined by OCR, RRP may be used to resolve complaints under the following circumstances:

- (a) Where a recipient has already taken action that will resolve the complaint, the complaint may be resolved without an agreement where appropriate relief is verified and the relief does not require monitoring by OCR. Under this circumstance, OCR will issue a closure letter.
- (b) Where a recipient has indicated that it is willing to take action in the future to resolve the complaint, or the recipient has already taken action that requires monitoring, the complaint may be resolved by obtaining a resolution agreement, the implementation of which OCR will monitor. See CPM Section 304. Under this circumstance, OCR will issue a resolution letter.
- (c) Where OCR obtains sufficient information from the recipient to make a compliance determination pursuant to CPM Section 303, OCR will issue a letter of finding pursuant to CPM subsection 303(a) or OCR will issue a letter of finding and obtain a resolution agreement pursuant to CPM subsection 303(b), the implementation of which OCR will monitor.

For cases in RRP, the Enforcement Office must ensure expeditious completion in accordance with case processing procedures.